



December 8, 2017

VIA ECFS AND ELECTRONIC MAIL

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

**Re: Second Amendment to Application of ClearCaptions, LLC for Certification to
Provide Internet Protocol Captioned Telephone Service
CG Docket No. 03-123**

Dear Ms. Dortch:

ClearCaptions, LLC (“ClearCaptions”), pursuant to Section 1.65 of the Commission’s rules, hereby files the enclosed Second Amendment to the Internet-Based TRS Certification Application (the “Application”) that was submitted by ClearCaptions on April 18, 2016.¹ This amendment provides an update to the Complaint Point of Contact required by 47 C.F.R. § 64.604(c)(2).

Should you have any questions concerning the foregoing request, please contact the undersigned.

Respectfully submitted,

/s/ Michael Strecker

Michael Strecker
Vice President of Regulatory and
Strategic Policy
ClearCaptions, LLC
3001 Lava Ridge Court
Suite 100
Roseville, CA 95661
(916) 274-8429
mike.strecker@clearcaptions.com

cc: Eliot Greenwald
Bob Aldrich
TRSreports@fcc.gov

¹ ClearCaptions LLC, Internet-Based TRS Certification Application, CG Docket No. 03-123 (Apr. 18, 2016). ClearCaptions amended its application on March 15, 2017.

**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554**

In the Matter of)	
)	
Telecommunications Relay Services and)	CG Docket No. 03-123
Speech-to-Speech Services for Individuals)	
with Hearing and Speech Disabilities)	
)	
)	

**SECOND AMENDMENT TO
INTERNET-BASED TRS CERTIFICATION APPLICATION**

Pursuant to Section 1.65 of the Commission’s rules,¹ ClearCaptions, LLC (“ClearCaptions”), hereby submits this Second Amendment to ClearCaptions’ pending and unopposed Internet-Based TRS Certification Application (the “Application”) for full certification to provide Internet Protocol Captioned Telephone Service (“IP-CTS”) that is eligible for compensation from the Interstate Telecommunications Relay Service Fund (“TRS Fund”), which was submitted to the Commission on April 18, 2016 and amended on March 15, 2017.²

¹ 47 C.F.R. § 1.65.

² See ClearCaptions, LLC, Internet-Based TRS Certification Application, CG Docket No. 03-123 (Apr. 18, 2016). ClearCaptions is currently providing IP-CTS pursuant to a conditional certification that was granted to Purple Communications, Inc., ClearCaptions’ former parent company, on November 7, 2014, and transferred from Purple Communications, Inc. to ClearCaptions effective December 29, 2016. See *Notice of Grant of Conditional Certification for Purple Communications, Inc. to Provide Internet Protocol Captioned Telephone Service*, CG Docket Nos. 03-123 & 10-51, Public Notice, DA 14-1627 (Nov. 7, 2014); *Notice of Transfer of IP CTS Certification from Purple Communications, Inc. to ClearCaptions LLC*, CG Docket No. 03-123, Letter (Jan. 27, 2017).

ClearCaptions is hereby amending its Complaint Contact Point in accordance with Section 64.604(c)(2) of the Commission's rules.³ See Attachment A.⁴

Respectfully submitted,

/s/ Michael Strecker

Michael Strecker
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Strategic Policy
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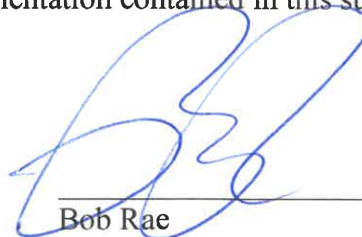
cc: Eliot Greenwald
Bob Aldrich
TRSreports@fcc.gov

³ ClearCaptions notes that section 64.604(c)(2)(ii) appears to require the provision of a fax number for the complaint contact point to the extent that a provider has one. As ClearCaptions no longer has a fax number it has nothing to report in that regard.

⁴ ClearCaptions will also be filing a Notification of Substantive Change in accordance with Section 64.606(f) of the Commission's rules to reflect the change in the address of its headquarters to 3001 Lava Ridge Court, Suite 100, Roseville, CA, 95661.

CERTIFICATION OF CORPORATE OFFICER

I swear under penalty of perjury that I am Bob Rae, President and CEO of ClearCaptions, LLC, an officer of the above-named applicant, and that I have examined the foregoing submissions, and that all information required under the Commission's rules and orders has been provided and all statements of fact, as well as all documentation contained in this submission, are true, accurate, and complete.



Bob Rae
President and CEO
ClearCaptions, LLC

Date: December 8, 2017

ATTACHMENT A – AMENDED COMPLAINT CONTACT POINT

Complaint Contact Point 47 C.F.R. § 64.604(c)(2)		<p>The contact person at ClearCaptions for TRS consumer information, complaints, grievances, inquiries and suggestions is:</p> <p>Tracy Mendonsa Compliance and Investigations Manager ClearCaptions, LLC 3001 Lava Ridge Court Suite 100 Roseville, CA 95661 Telephone: (916) 663-6927 Email: tracy.mendonsa@clearcaptions.com Website: www.clearcaptions.com</p>
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